

06-16-04

41 2142/1

PTO/SB/17 (10-03)
Approved for use through 07/31/2006. OMB 0651-0032
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FEE TRANSMITTAL for FY 2004

Effective 10/01/2003. Patent fees are subject to annual revision.

☐ Applicant claims small entity status. See 37 CFR 1.27

TOTAL AMOUNT OF PAYMENT (\$)**110.00**

Complete if Known

Application Number	09/994,772
Filing Date	November 28, 2001
First Named Inventor	Brown
Examiner Name	Thong Vu
Art Unit	2142
Attorney Docket No.	11144

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METHOD OF PAYMENT (check all that apply)

☒ Check ☐ Credit card ☐ Money Order ☐ Other ☐ None

☐ Deposit Account:

Deposit Account Number _____

Deposit Account Name _____

The Director is authorized to: (check all that apply)

☒ Charge fee(s) indicated below ☐ Credit any overpayments

☐ Charge any additional fee(s) or any underpayment of fee(s)

☐ Charge fee(s) indicated below, except for the filing fee to the above-identified deposit account.

FEE CALCULATION

1. BASIC FILING FEE			
Large Entity Fee Code (\$)	Small Entity Fee Code (\$)	Fee Description	Fee Paid
1001 770	2001 385	Utility filing fee	
1002 340	2002 170	Design filing fee	
1003 530	2003 265	Plant filing fee	
1004 770	2004 385	Reissue filing fee	
1005 160	2005 80	Provisional filing fee	
SUBTOTAL (1)			0

2. EXTRA CLAIM FEES FOR UTILITY AND REISSUE

	Extra Claims	Fee from below	Fee Paid
Total Claims	-20** =	X	
Independent Claims	- 3** =	X	
Multiple Dependent			

Large Entity Fee Code (\$)		Small Entity Fee Code (\$)		Fee Description	
1202 18	2202 9	1201 86	2201 43	Claims in excess of 20	
1203 290	2203 145	1204 86	2204 43	Independent claims in excess of 3	
				Multiple dependent claim, if not paid	
				** Reissue independent claims over original patent	
1205 18	2205 9			** Reissue claims in excess of 20 and over original patent	
SUBTOTAL (2)					0

**or number previously paid, if greater; For Reissues, see above

FEE CALCULATION (continued)

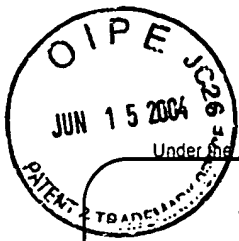
3. ADDITIONAL FEES				Fee Description	Fee Paid
Large Entity Fee Code (\$)	Small Entity Fee Code (\$)				
1051 130	2051 65			Surcharge - late filing fee or oath	
1052 50	2052 25			Surcharge - late provisional filing fee or cover sheet	
1053 130	1053 130			Non-English specification	
1812 2,520	1812 2,520			For filing a request for ex parte reexamination	
1804 920*	1804 920*			Requesting publication of SIR prior to Examiner action	
1805 1,840*	1805 1,840*			Requesting publication of SIR after Examiner action	
1251 110	2251 55			Extension for reply within first month	
1252 420	2252 210			Extension for reply within second month	
1253 950	2253 475			Extension for reply within third month	
1254 1,480	2254 740			Extension for reply within fourth month	
1255 2,010	2255 1,005			Extension for reply within fifth month	
1401 330	2401 165			Notice of Appeal	
1402 330	2402 165			Filing a brief in support of an appeal	
1403 290	2403 145			Request for oral hearing	
1451 1,510	1451 1,510			Petition to institute a public use proceeding	
1452 110	2452 55			Petition to revive - unavoidable	
1453 1,330	2453 665			Petition to revive - unintentional	
1501 1,330	2501 665			Utility issue fee (or reissue)	
1502 480	2502 240			Design issue fee	
1503 640	2503 320			Plant issue fee	
1460 130	1460 130			Petitions to the Commissioner	
1807 50	1807 50			Processing fee under 37 CFR 1.17(q)	
1806 180	1806 180			Submission of Information Disclosure Stmt	
8021 40	8021 40			Recording each patent assignment per property (times number of properties)	
1809 770	2809 385			Filing a submission after final rejection (37 CFR 1.129(a))	
1810 770	2810 385			For each additional invention to be examined (37 CFR 1.129(b))	
1801 770	2801 385			Request for Continued Examination (RCE)	
1802 900	1802 900			Request for expedited examination of a design application	
Other fee (specify) <u>Terminal disclaimer</u>					110
*Reduced by Basic Filing Fee Paid					
SUBTOTAL (3)					110.00

SUBMITTED BY		(Complete if applicable)	
Name (Print/Type)	Wendy W. Koba	Registration No. (Attorney/Agent)	30509
Signature	Wendy W. Koba	Telephone	610-346-7112
		Date	6/15/04

WARNING: Information on this form may become public. Credit card information should not be included on this form. Provide credit card information and authorization on PTO-2038.

This collection of information is required by 37 CFR 1.17 and 1.27. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 12 minutes to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

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**TRANSMITTAL
FORM**

(to be used for all correspondence after initial filing)

Application Number

09/994,772

Filing Date

November 28, 2001

First Named Inventor

Brown

Art Unit

2142

Examiner Name

Thong H. Vu

Attorney Docket Number

711446 CON

Total Number of Pages in This Submission

ENCLOSURES (Check all that apply)

Fee Transmittal Form



Fee Attached



Amendment/Reply



After Final



Affidavits/declaration(s)



Extension of Time Request



Express Abandonment Request



Information Disclosure Statement



Certified Copy of Priority Document(s)

Response to Missing Parts/
Incomplete ApplicationResponse to Missing Parts
under 37 CFR 1.52 or 1.53

Drawing(s)



Licensing-related Papers



Petition

Petition to Convert to a
Provisional Application

Power of Attorney, Revocation



Change of Correspondence Address



Terminal Disclaimer



Request for Refund



CD, Number of CD(s) _____

Remarks

After Allowance communication
to Technology Center (TC)Appeal Communication to Board
of Appeals and InterferencesAppeal Communication to TC
(Appeal Notice, Brief, Reply Brief)

Proprietary Information



Status Letter

Other Enclosure(s) (please
Identify below):

1. Return receipt postcard
2. Express Mail Cert. of
mailing

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JUN 22 2004

Technology Center 2100

SIGNATURE OF APPLICANT, ATTORNEY, OR AGENTFirm
or
Individual name

Wendy W. Koba

Signature

Wendy W. Koba

Date

6/15/04

CERTIFICATE OF TRANSMISSION/MAILING

I hereby certify that this correspondence is being facsimile transmitted to the USPTO or deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on the date shown below.

Typed or printed name

Wendy W. Koba

Signature

Wendy W. Koba

Date

6/15/04

This collection of information is required by 37 CFR 1.5. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to 2 hours to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

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**EXPRESS MAIL
CERTIFICATE OF MAILING**

Patent Application for:

Applicants: Brown et al.

Atty. No: 111446 CON

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JUN 22 2004

Technology Center 2100

Title: Correlating Information Between Internet
and Call Center Environments

**I hereby certify that this correspondence is being deposited with the United States
Postal Service with sufficient postage as EXPRESS MAIL in an envelope addressed
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Mail Stop Amendment

Commissioner for Patents

P.O. Box 1450

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On 6/15/04

EXPRESS MAIL TRACKING NO. Ek 933738819 US

Type or Print name of person signing this certificate: Wendy W. Koba, Esq.

Signature: Wendy W. Koba



IN THE UNITED STATES
PATENT AND TRADEMARK OFFICE

CASE Brown 111446CON

SERIAL NO. 09/994,772

GROUP ART UNIT 2142

FILED November 28, 2001

EXAMINER Thong H. Vu

TITLE Correlating Information Between Internet and
Call Center Environments

COMMISSIONER OF PATENTS

P.O. Box 1450

Alexandria, VA 22313-1450

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JUN 22 2004

SIR

Enclosed is an amendment in the above-identified application:

Technology Center 2100

[☒] No additional fee is required, as shown below.

CLAIMS AS AMENDED

	CLAIMS REMAINING AFTER AMENDMENT		HIGHEST NUMBER PREVIOUSLY PAID FOR	PRESENT EXTRA	RATE	ADDITIONAL FEE
TOTAL CLAIMS FOR FEE PURPOSES	<u>14</u>	MINUS	<u>0</u> <u>14</u>	<u>0</u>	X \$18	<u>0</u>
INDEPENDENT CLAIMS	<u>2</u>	MINUS	<u>0</u> <u>2</u>	<u>0</u>	X \$86	<u>0</u>
MULTIPLE DEPENDENT CLAIM(S) First presented with this amendment, if applicable					X\$290	
TOTAL ADDITIONAL FEE FOR THIS AMENDMENT						\$ <u>0</u>

Respectfully,

Wendy W. Koba

Wendy W. Koba

Reg. No. 30509

Attorney for Applicant(s)

610-346-7112

Date: 6/15/04